

California Office of HIPAA Implementation (CalOHI)
Questions for Web Site Maintenance and Management Proposal
September 19, 2003

Developing and Installing Enhancements

Question: In developing and installing enhancements to CalOHI's interactive reporting capacity, what technology do you use, for example Java, Perl, or some other technology shell script?

Answer: We're using BroadVision One-to-One Enterprise 5.5 and its server side JavaScript, we use Oracle to collect and store data. There is no report tool on the My California portal.

Question: For Interwoven templating, what technology do you use for this?

Answer: We use Interwoven TeamSite 5.0 application and Interwoven proprietary XML.

Question: Do you use Interwoven Data Deploy?

Answer: Yes, it's being used to store DCR information to the database.

Question: How are you using Broadvision One-to-One Enterprise 5.0? Is it on the TeamSite side of it or in development?

Answer: BroadVision One-to-One Enterprise 5.5 is being used to run both the production environment and development website for CalOHI. BroadVision and TeamSite work together on both production and development.

Cumulative Management Reports

Question: With reference to cumulative management reports: how small or large are the reporting requirements, for example, what fields of information are you trying to collect and report?

Answer: Refer to CalOHI Policy Memorandum 2002-08 on Implementation Schedules.

Question: How many reporting screens are there that would need to be updated for the remaining five rules?

Answer: CalOHI would need five NEW input screens

Question: Do you have samples available?

Answer: YES

Question: When you state on page 4, "...work together to design, develop, and implement any additional reports needed for tracking and displaying data collected..." and "Develop tools to collect data, aggregate the results and create cumulative management reports" what tools are you referring to?

Answer: Access queries or designing New reports in Access.

Documentation

Question: With reference to documentation, what type of documentation exists right now?

Answer: Requirements Document, Design Document and User Instructions.

Question: Is it a system design document, a report requirements document, written procedures for the reporting tool, and a user's manual?

Answer: YES

Question: How many pages does each document have?

Answer: Varies

Question: How many pages need to be updated?

Answer: Varies

Question: What desktop publishing tool do you use? FrameMaker? Word?

Answer: Word.

Question: Are all of these from a single source, or is each document a separate entity?

Answer: Separate Documents.

Question: Are the documents printed manuals or are they on the Web, as well?

Answer: Soft and Hard copy manuals are available but not available on the web.

Question: Are there internal procedures right now that are documented?

Answer: YES

Meetings

Question: How long on the average is the weekly status meeting?

Answer: 30 minutes

Question: Does every team member have to attend or just the project manager?

Answer: No, just the Project Manager

Project Length and History

Question: How long do you anticipate this project to take with reference to timeframe and with reference to working hours on the development side?

Answer: The contract is planned for three years.

Question: How long did the initial project take to create the Web site?

Answer: 3 months

Question: and set up Interwoven?

Answer: This was performed by the Teale Data Center. To setup CalOHI on Interwoven takes about 4-5 hours.

Question: On page 8, you state: "...the contractor shall supply suitably knowledgeable staff necessary to complete the required deliverables within the contractor's proposed timeframes." Do you have a recommendation on the timeframe that the project should be completed?

Answer: Give us your best estimate.

WebTrends

Question: Is WebTrends already set up on the CalOHI Web site in order to access statistics?

Answer: YES

Question: What types of statistics need to be collected?

Answer: How many hits is the website getting, what pages get the most hits, etc.

Question: Will the statistics need to be analyzed to provide conclusions and results or does CalOHI want statistics taken straight from the WebTrends reports?

Answer: Not a task in the current RFO.

Question: How often will you need the statistics?

Answer: Not a task in the current RFO.

Web Site Maintenance

Question: The proposal mentions that Web site maintenance will be required for approximately 24 hours a week. How many months will you need Web site maintenance?

Answer: All three years.

Question: Would it be 24 hours a week for every week from October 2003 through August 2004?

Answer: The proposal should assume this is for the duration of the contract.

Web Support

Question: In the proposal on page 3 you mention, "CalOHI requires enhancements and technical support to its web site to ensure...." What type of technical support will you be requiring and about how many hours per week are you anticipating this need?

Answer: The RFP identified the hours. Technical support consist of tasks such as website maintenance, modification of content, clean-up, providing recommendations and solutions to emerging CalOHI website needs.

Costs

Question: You have requested that we use a specific cost format based on specified tasks to estimate the projected costs and hours by month, through the end of the contract period. From the table, it looks like we should estimate the tasks for October 2003 through the end of August 2004, so this would be for eleven months? Is the project to end on August 31, 2004? On page 11, the period of performance states three years. Is it three years or 11 months?

Answer: 3 years, the three-year time period was corrected in the current posting.

Question: Did you want a table for each month over the next three years with tasks broken down?

Answer: Yes, we need an estimate with dates in a project schedule.

Question: How will we know when the rules have been issued?

Answer: CalOHI will communicate this during weekly meetings with the contractor.

Question: When will the reports be updated and/or designed?

Answer: Periodically

Question: From the proposal, it looks like you want estimates broken down per month for each task. Do you know in what months the rules will come out?

Answer: NO

Question: Does this matter or can we put the time estimates in any month?

Answer: CalOHI would like them in the months that the estimate dates are suggested by CMS.

Question: It looks like you want a total estimate cost along with labor category costs per hour?

Answer: YES

Proposal

Question: Can we submit the proposal electronically?

Answer: Yes

Question: If so, where can we e-mail it and can we submit as a PDF file?

Answer: Proposals can be emailed, in PDF format if chosen, to DSpiker@ohi.ca.gov.

Question: Should the cost be separated from the technical expertise portion of the proposal?

Answer: No

Resources

Question: How many prior project references do you want for each individual?

Answer: Three references should be submitted for any project staff.

Question: Can you use the same reference for multiple employees?

Answer: YES

Question: **Section 4.1** states "Designated personnel may serve in only one key position during the engagement". Our firm plans to propose a staff member as the Project Lead who will also function often in the role of Technical Staff.

Could you please clarify whether we will be allowed to propose that staff member in both roles?

Answer: CalOHI does not have any preconceived number of staff necessary to perform these tasks. The vendor is responsible for meeting the deliverables in the contract and whoever is assigned the work must have the experience, knowledge, etc. The proposal should include backup and contingency plans in the event the staff are not available.